

Draft Opt-in example from Michael Lenetsky

Oliver received draft Friday, 9/2/16.

Opt In Groups

Install new Cornell owned (including grant-funded) computers with contemporary operating systems.

Enable NetID access, via Active Directory

Facilitate installation of Cornell-licensed software, whenever Chemistry IT is a gate-keeper.

Install any required software and develop strategies to update it.

Maintain updates and migrate to contemporary operating systems and applications.

Hardware repairs, warranty service coordination.

Secure disposal & recycling of computing equipment

Configure & help with email

Backups – consult & arrange where needed.

Troubleshooting, Diagnostics

15 minute limit on user assistance. (I AM GUESSING THIS NEEDS TO BE REWORDED.)

- If not resolved, expect a referral or a quote for additional services Chemistry IT services, at \$40/hr rate.

Software

- Application consultation
- Software vendor negotiations, purchase, campus and other license management
- Installation, updates, troubleshooting

Printing

- Printer specification, purchase, setup, networking and configuration
- Toner & ink supplies (Stock standard supplies, purchase others)

Mobile computing

- Recommend & purchase department phones, tablets, phone services
- Consult on personal mobile solutions

IT Purchasing

- Computers, clusters, printers, accessories, software for department and research needs
- Consult on specifications, quality, service, best pricing, warranty options, and University purchasing policies.
- Identify recommended products special deals from Cornell approved vendors.
- Process orders through University Purchasing systems.

Research Computing

- Group file sharing needs- Local and CIT Servers, cloud services, etc.
- Create and maintain Research clusters, High Performance Computing
- Linux OS consulting, configuration, management
- Instrumentation and Group computers
- Recommend other on campus or off campus resources where appropriate.

Telecommunications – Phone & Network

- Orders and service for phones and network connections
- Phones feature requests – Audix, call groups, number changes etc.
- Maintain department networks, machine registrations, firewalls

Computer Accounts

- Manage User Accounts
- Create & maintain special administrator accounts
- access authorization to group and department resources
- assistance with Cornell NetID and other Cornell accounts

IT Security

- Manage security of department IT resources – computers, file shares, networks, etc.
- Keep up-to-date on IT issues & policies
- Antivirus installation, management, scanning
- Malware remediation – help find, and remove malware (when possible). Reconstruct systems
- Advise on security settings / implementation

Web management

- Manage chemistry.cornell.edu department web site
- Consult / assist with group web sites

General Consulting

- Needs analysis, design, time estimates, recommendations
- Project specification and management
- Work with CIT and other campus computing partners.
- Advise on Cornell computing policies.
- Referrals to campus and commercial resources
- Assist with research grant proposal IT requirements, budgeting.